
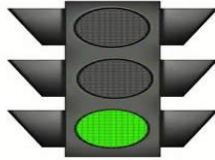


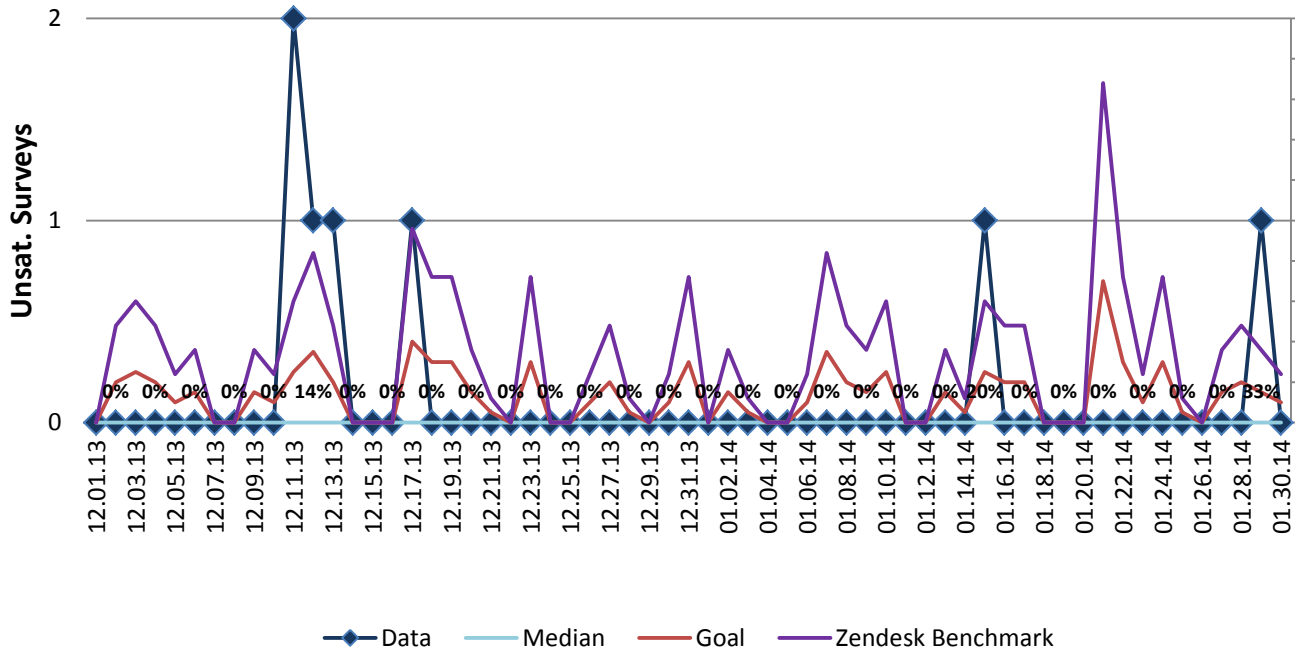
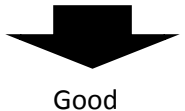
Help Desk Satisfaction - Unsatisfied Survey Evaluations

Information Technology

3/18/2014

Measurement method		Why measure?		What is our goal?		
The number of surveys that were submitted by users that were rated "unsatisfactory"		To ensure the quality of the services provided.		No more than 5% of Customer Satisfaction surveys are rated unsatisfactory.		
How are we doing?						
12.31.13-01.30.14 1 Month Goal	12.31.13-01.30.14 1 Month Total		01.30.14 Goal	01.30.14 Actual		
4	2		0	0		
Unsat. Surveys	Unsat. Surveys		Unsat. Surveys	Unsat. Surveys		
			Performance Stoplight Key			
			Red Light = Off Goal			
			Yellow Light = Approaching Goal			
			Green Light = Meets Goal			
			No Lights = No Goal/No Data			

Help Desk Satisfaction - Unsatisfied Survey Evaluations



LOUISVILLE METRO
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